**Suresh Pandipati**

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* A Certified Scrum Master (**CSM**), Professional Scrum Master (**PSM**) and **SAFe 5 certified scrum master** with overall 20+ years of expertise across varied business domains in product development & maintenance projects. Extensive experience in Scrum master, Program Management, Project Manager and effective management of Scrum Framework. Strong outgoing personality with great communication skills and work ethic. Experience in Manufacturing, Finance, Health care, Telecom Retail and Banking Domains.

**Core Competencies:**

* Agile Coaching & Facilitation
* Scrum & Kanban Methodologies
* Scaled Agile Framework (SAFe)
* Cross-Functional Team Leadership
* Sprint Planning & Retrospectives
* Stakeholder Collaboration
* Metrics & Performance Tracking
* Risk Management
* Continuous Improvement

**Experience Overview:**

* Extensive experience in conducting various SCRUM ceremonies such as Sprint Planning Meeting, Daily Scrum, Sprint Review Meeting, Retrospective meeting and Product Backlog Grooming.
* Assisted the development team to remove impediments by having an understanding the control and processes
* Worked in proximity with the Product Owner, Business users, project stakeholders, and Subject Matter Experts (**SMEs**) and staff to understand the high-level business requirements and detailed specifications for new applications and modify existing applications.
* Ensured proper transparencyand visibility of the **Agile** metrics such **as Burn-down charts**, **Sprint velocity charts, Impediment charts, and Dependency charts.** Visibility and acceptance of **Definition of Done (DOD**) and **Definition of Ready (DOR**) throughout the **Agile** team.
* Facilitated planning, retrospective and demos on the deliverables with the project teams/ Directors
* Helped team to solve problems rather provide solutions
* Rigorously reviewed and managed backlog and in-progress items ensuring an on-time feature delivery rate of 98%
* Developed team norms and balanced workload for developers, testers and Product Owners improving employee satisfaction
* Maintained team metrics and reported project statuses on a regular basis to Product Owner improving decision making
* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Have extensive experience in Microsoft Office tools – Word, Excel, Power point, Visio, G suite, Jira, Jira Align, Confluence and other Atlassian tools
* Excellent conflict management and negotiation skills.
* Strong Analytical and Problem-Solving skills via utilizing Critical Thinking methodologies.

**Certifications & Education**:

* SAFe certified IT Scrum Master **(SAFe SSM 5)**
* ITIL Foundation Certification
* Masters from University of Hyderabad, India

**Technical Skills:**

* **Tools** – Cherwell, Rally, JIRA, Confluence, VSTS, Azure DevOps
* **Domain** – Manufacturing, Finance, Health care, Telecom Retail and Banking.
* **Methodologies** – Agile-Scrum, SAFe best practices, Waterfall SDLC
* **Platforms** - AWS, Azure, DevOps Pipelines

**Program Management : 9**+ Yrs of Project management experience and 3+ Yr of Program Management (projects running in Agile)

**Scrum Master : 8+ Yrs of Experience**

**BI-Tools : Palantir,** Cognos 8.3/8.4/10.1.1, 10.2.1, Cognos TM1, Cognos Framework Manager, Cognos Transformer, DataStage, Teradata

**ETL-Tools :** Informatica 7.1.3 and SSIS 2008.

**Operating Systems :** Windows 10, Windows server 2008 R2/2003/2000.

**Databases :** SQL Server 2000/2005/2008, DB2 and Oracle 9i/8i, DWH, Data Marts

**PROFESSIONAL EXPERIENCE**

**Apr 2022 to till Date Sr Srum Master and Delivery Manager**

 **Clients : Komatsu**

 **Environment : AMS, Palantir for Komatsu**

 **Team Size : 80+**

**Responsibilities:**

1. **Facilitation of Agile**
* Encourage a culture of continuous improvement by assisting the team in looking back and improving procedures and practices iteratively.
* Depending on the project, assist teams in comprehending and putting Agile techniques like Scrum, Kanban, or SAFe into practice.
1. **Scrum Event Facilitator**
* Daily Standups (Daily Scrum): Make sure the team has productive standups every day, assisting members in sharing updates and identifying roadblocks.
* Sprint Planning: Assist the team and the product owner in setting reasonable objectives for every sprint and efficiently allocating the product backlog.
* Sprint Review: Lead the Sprint Review to make sure the group can show stakeholders the finished product and get input for enhancements.
* Sprint Retrospective: Promote candid criticism and open contemplation at retrospectives, emphasizing ongoing development and pinpointing practical lessons learned.
* Worked to promote transparency across teams and stakeholders in SAFe environment by publishing team performance, making teams committed and accountable to deliverable and ensure team follows agile principles.
* Experienced in working closely with Product Owner to break down the features and assisted in developing user stories and Acceptance Criteria.
1. **Project Management and Implementation:**
Create project schedules, budgets, and plans in consultation with project stakeholders.
Make sure that human, financial, and material resources are allocated effectively to achieve the project's goals. Supervise the project's implementation to make sure it follows the plan, recognizing and resolving any risks or deviations.
2. **Relationship management and communication with clients:**
As the client's main point of contact, manage their expectations and respond to any issues.
Inform clients on a regular basis about project status and deliverables. Build trusting relationships with customers to increase their level of happiness and spot potential for more business.
3. **Group Leadership:**
Oversee and direct a group of programmers, designers, developers, and other experts.Team members should get direction, encouragement, and mentoring in order to assist their professional development.
4. **Risk Control:**
Risks should be identified, evaluated, and reduced during the course of the project. Create backup plans to deal with unforeseen problems and reduce interruptions. Make sure that all applicable laws, guidelines, and best practices are followed.
5. **Assurance of Quality:**
Set and uphold quality standards for project management techniques, procedures, and deliverables. To make sure that quality standards are being followed, conduct audits and evaluations on a regular basis. When necessary, take remedial action to rectify quality deficiencies.
6. **Financial Management and Budget:**
Keep an eye on the project's finances, including forecasting, spending, and budget allocation.
Find ways to increase profitability and optimize costs. Create financial updates and reports that show deviations and offer suggestions for enhancements for stakeholders.
7. **Constant Enhancement:**
Analyze the performance and results of the project to find areas that need improvement and lessons learnt. Use best practices and process enhancements to increase the efficacy and efficiency of project delivery. Encourage the delivery team to have an ongoing learning and growth culture.
8. **Managing Stakeholders:**
Communicate with stakeholders, both internal and external, to learn about their requirements and expectations. Work together with cross-functional teams to make sure project activities are integrated and aligned. In order to ensure the success of the project, settle disputes and reach agreements.
9. **Management of Change:**
Assist in the execution of modifications to the project's goals, timetable, or scope.
Effectively inform stakeholders of changes and control how they affect the project's results.
Make sure that change requests are appropriately tracked and documented throughout the project's lifecycle.

**In Summary:** Assist the business team in determining the project's strategic purpose, defining success measurements and standards, and identifying, measuring, and maintaining the benefits that were intended versus those that were realized. Actively seek out new benefits that can be obtained by utilizing data, systems, and processes that are being implemented or currently in place. Encourage the growth of Shell's long-term project management capabilities by bringing in outside viewpoints, establishing and promoting standard procedures, mentoring people on advanced skills, and contributing to community development.

**June 2020 to Mar 2022 Sr Scrum Master**

 **Title : MOE – Truist Enterprise Data Mart and Reporting**

 **Client : Truist Bank, NC**

 **Environment : Rally, Informatica, Micro strategy**

 **Team Size : 24**

**Description:**

SunTrust Bank, Inc. has joined forces with BB&T Bank and is forming new Banking entity named TRUIST Bank. SunTrust has engaged Infosys to assist in ongoing Enterprise Data needs arising out of merger and to support multiple initiatives such as Federal Compliance and Regulatory reporting, Comprehensive counter party credit risk, Liquidity risk management reporting initiatives to name a few. To improvise and leverage on both datasets a Data Mart called TERM is being prepared. This involves sourcing of structured and unstructured data from multiple Line of Businesses across two banks, transforming it into a consumable format and house the data in TERM Data Mart, run statistical and analytical tools on the data to get actionable insights and use data visualization tools to help understand the data, its insights and patterns. Through the program client intends to accelerate the decision-making process by faster generation of insights, efficient integration between multiple IT systems and reduction in IT infrastructure costs.

**Responsibilities:**

1. Facilitate all the scrum events and ensure they fulfill the intended objectives/goals
2. Worked to promote transparency across teams and stakeholders in SAFe environment by publishing team performance, making teams committed and accountable to deliverable and ensure team follows agile principles.
3. Experienced in working closely with Product Owner to break down the features and assisted in developing user stories and Acceptance Criteria.
4. Ensured that user stories are following INVEST criteria
5. Actively participated in the roadmap sessions with the product owner to identify the PI Objectives.
6. Played a vital role in the Product Increment Planning (PI) to carry out dependency mapping to deliver key project milestones after respective sprints.
7. Track impediments and ensure timely resolutions
8. Conducted Sprint Review sessions to ensure that the Definition of Done (DoD) is met and the product owner has signed off the user story
9. Involved in Data Mapping for various schemas like Star Schema and Snowflake Schema and Data Migration from OLTP to OLAP database.
10. Defined and documented Sprint goal, requirements, issues and risks, and release process
11. Supported the team to become a self-organizing and high performing one
12. Successfully closed several small, medium and large projects
13. Support the product owner to write user stories and acceptance criteria
14. Support the team to become a self-organizing and high performing one
15. Develop release plan and ensure value delivery based on timeline and stakeholders’ expectations.
16. Summarize Rally reports and utilize same to plan the sprint, velocity and keep the project on track.

**Nov 2019 to May 2020 Scrum Master**

 **Title : BSNA Development Program**

 **Client : JCI, Boca Raton, FL**

 **Environment : JIRA, Azure, ADF, SSAS and Power BI**

 **Team Size : 32**

**Description:**

This assignment is to our client Johnson Controls Inc (JCI) at Boca Raton, FL The project is to implement digital solution Applications for Johnson Controls Inc manufacturing operations. His Responsibilities includes to provide the client with cost estimates for new development projects in agile methodology and round the clock production support, Project planning and monitoring, Resource planning, status reporting, process mapping, reduce cost of project execution due to the implementation using the Infosys global delivery model, Enhanced performance of the system, conducts conference room pilots, Ability to trace and classify issues and timely resolution of the same. Value added services like preventive maintenance and reviewing impacts of new releases. fit-gap analysis, solution design, Product Implementation / Integration, go-live coordination, Post Go Live Support and end user support

**Responsibilities:**

1. Help the scrum team create and maintain capacity and velocity to track team’s performance.
2. Help the organization to adopt Agile value and implement agile principles.
3. Actively involved in calculating and maintaining the team’s capacity and velocity to have a better visibility of upcoming sprints.
4. Experienced in working closely with Product Owner to break down the features and assisted in developing user stories and Acceptance Criteria.
5. Ensured that user stories are following INVEST criteria
6. Actively participated in the roadmap sessions with the product owner to identify the PI Objectives.
7. Played a vital role in the Product Increment Planning (PI) to carry out dependency mapping to deliver key project milestones after respective sprints.
8. Track impediments and ensure timely resolutions
9. Involved backlog grooming sessions for refining user stories so that requirements are meet.
10. Facilitate all the scrum events and ensure they fulfill the intended objectives/goals
11. Played crucial role in collecting business requirements by interacting with various Business SME’s.
12. Converting the Business requirements in to technical requirements.
13. Analysis and design the Data Warehouse and Business Intelligence Solution.
14. Project planning and monitoring,
15. Project Status reporting to Business management
16. Go-live coordination, Post Go Live Support and end user Training coordination.

**Nov 2016 to Oct 2019 Scrum Master/Project Manager – US**

 **Title : Calculus BU Development**

 **Client : Caterpillar Inc. East Peoria, IL**

 **Environment : VSTS, DataStage, IBM Cognos 10.2.1 Teradata**

 **Team Size : 18**

**Description:**

This assignment is to our client Caterpillar Inc at East Peoria, IL. The project is to implement Business Intelligence Applications for Caterpillars manufacturing operations at their global office. His Responsibilities includes to provide the client with round the clock production support, reduce cost of project execution due to the implementation using the Infosys global delivery model, Enhanced performance of the system, conducts conference room pilots, Ability to trace and classify issues and timely resolution of the same. Value added services like preventive maintenance and reviewing impacts of new releases. Project planning and monitoring, status reporting, process mapping, fit-gap analysis, solution design, Product Implementation / Integration, go-live coordination, Post Go Live Support and end user support.

**Responsibilities:**

1. Projects management from Onsite
2. Played crucial role in collecting business requirements by interacting with various Business SME’s.
3. Converting the Business requirements in to technical requirements.
4. Analysis and design the Data Warehouse and Business Intelligence Solution.
5. Project planning and monitoring,
6. Project Status reporting to Business management
7. Fit-gap analysis and solution design,
8. Product Implementation / Integration,
9. go-live coordination, Post Go Live Support and end user Training.

**Oct 2015 to Oct 2016 Project Manager - US**

 **Title :** BI Reporting for Fisher Phase 3 Extension

 **Client : Emerson Process Management, Fisher Division, Sherman**

 **Environment : IBM Cognos 10.2.1 BI Server, SQL server 2012**

 **Team Size : 10**

**Description:**

The objective of the Fisher BI Reporting program is to address the current and future information needs of the business by providing a robust flexible Information and Reporting Architecture and provide a self-service and Ad-hoc capability for supporting operational aspects of Fisher Business. I am playing a crucial role of Technical Architect in Business Intelligence (BI) Project. The complete BI application is being developed with the joint collaboration of both off-shore and on-shore team. I am the technical reporting liaison between Emerson Business Users and Development team in India. I am interacting with off shore team on a daily basis through emails and phone calls as necessary.

**Responsibilities:**

1. Three Projects management from Onsite
2. Played crucial role in collecting business requirements by interacting with various Business SME’s.
3. Converting the Business requirements in to technical requirements.
4. Indentifying and Mapping the source databases object’s for all the business key performance indicators.
5. Analysis and design the Data Warehouse and Business Intelligence Solution.
6. Deploy the content from SIT/UAT Environment to Production environment.
7. Configure authentication provider, define security policies, define permissions, data source- level, package-level, report-level.

**Jan 2012 to Sep 2015 Project Manager - US**

 **Title :** BI Reporting for Fisher Phase 3 and PM

 **Client : Emerson Process Management, Fisher Division, Marshalltown**

 **Environment : IBM Cognos 10.2.1 BI Server, SQL server 2008**

 **Team Size : 14**

**Description:**

The objective of the Fisher BI Reporting program is to address the current and future information needs of the business by providing a robust flexible Information and Reporting Architecture and provide a self-service and Ad-hoc capability for supporting operational aspects of Fisher Business. I am playing a crucial role of Technical Architect in Business Intelligence (BI) Project. The complete BI application is being developed with the joint collaboration of both off-shore and on-shore team. I am the technical reporting liaison between Emerson Business Users and Development team in India. I am interacting with off shore team on a daily basis through emails and phone calls as necessary.

**Responsibilities:**

1. Three Projects management from Onsite
2. Played crucial role in collecting business requirements by interacting with various Business SME’s.
3. Converting the Business requirements in to technical requirements.
4. Indentifying and Mapping the source databases object’s for all the business key performance indicators.
5. Analysis and design the Data Warehouse and Business Intelligence Solution.
6. Deploy the content from SIT/UAT Environment to Production environment.
7. Configure authentication provider, define security policies, define permissions, data source- level, package-level, report-level.
8. Scheduling and monitoring various Business reports.
9. Provide User training on the new system usability.
10. Set up and maintain data/code backup regularly for complete Business Intelligence Applications.
11. Interacting with Managers and gather requirements for the feature enhancements.
12. Ensure all the Business requirements are translated in technical terms.
13. Maintain and enhance the Data Warehouse and Business Intelligence project.
14. Prepare Operation Manual, Functional design document and Model Design Document.

**Mar 2011 to Dec 2011 Technology Lead**

 **Title : BI Reporting for Fisher Fusion – Phase 2**

 **Client :** Emerson Process Management, Fisher Division, Marshalltown

 **Environment : IBM Cognos 10.1.1 BI Server, Windows server 2008.**

 **Team Size : 9**

**Description:**

The objective of the Fisher BI Reporting program is to address the current and future information needs of the business by providing a robust flexible Information and Reporting Architecture and provide a self-service and Ad-hoc capability for supporting operational aspects of Fisher Business

**Responsibilities:**

1. Played crucial role in collecting business requirements by interacting with various Business SME’s.
2. Converting the Business requirements in to technical requirements.
3. Indentifying and Mapping the source databases object’s for all the business key performance indicators.
4. Installation and configuring various IBM Cognos components on distributed platform.
5. Integrated Cognos components with different databases like Oracle and SQL Server
6. Participated in cognos DMR design and Review
7. Created List, Crosstab and Chart Reports by applying Dynamic prompts to restrict the data fetch.
8. Developed the Complex Reports by using Conditional blocks and variables in Report Studio.
9. Deploying both Cognos Solution on-site in various environments like SIT, UAT and Production.
10. Supporting business users with integration testing and user testing.
11. Designed various documents like functional dashboard design, Model design and Data mapping.

**Jun 2010 to Feb 2011 Technology Lead**

 **Title : AKBank - Deposit Renewal Program**

 **Client : AKBank, Turkey**

 **Environment : Cognos 8.4 and Windows 2008.**

 **Team Size : 7**

 **Description:**

The Main Objective of the program is to building a world class deposits solution for AKBank customers. The new solution is expected to reduce maintenance costs, reduce development costs and enable quicker introduction of new products. Akbank has various reporting requirements to meet this key objective of quick and flexible introduction of new products in the market, The universe or semantic layer design and ETL framework design will cater to the needs of generating the regulatory and operational reports. The regulatory reports which will be in the form of data extracts are required by the Government of Turkey. The operational reports are used by Akbank clients and branch users to get the accounts information for Banking regulation and supervision. These reports will be generated from an operational data store system (ODS).

The scope of the Project is Design and Build of 21 reports using Informatica ETL Tool, and Design and Build of 100 reports using Cognos 8.3 reporting tool. All the Cognos Reports are developed using Report studio

**Responsibilities:**

1. Interaction with the client’s transition team to understand Reporting needs.
2. Involved in preparing the transition documents and validating the existing solution with documents.
3. Understood the complete architecture of the existing system in short span of time and made the recommendations to optimize the system and the delivery
4. Establishing offshore team by interviewing the right candidates.
5. Participated in Reports Back up Process
6. Participated in FM design Review
7. Involved in designing, developing and testing the dashboards.
8. Extensively worked on data extraction using batch file scripts.

**Dec 2009 to May 2010 Technology Lead**

 **Title : Alliance pharmacy-PSSL Reporting**

 **Client : Alliance Pharmacy, UK**

 **Environment : IBM Cognos 10.1.1, FM, Transformer, BI server, DB2 9.1 and Windows XP.**

 **Team Size : 4**

 **Description:**

PSSL (Private/Public Sector Sales Ledger) is a system based on the Navision platform, to provide dispensing and pharmacy services to private sector customers. PSSL Hospital is intended to extend the functionality to allow PSSL to be used in a number of new format stores housed within another institution. The initial location will be housed within Derby hospital but the model must be appropriate for other hospitals, As a Business model a set of 15 reports are built in cognos 8.2 report studio for the Heartlands is an existing Hospital contract that is to be used as a business model. Now the Reports will be modified according to the business requirement of each and every contractor. CP\_Staging is the OLTP Data base using Data manager builds (ETL) the data is loaded to the Data Mart called AP\_RDW and the FM model is built on top of the AP\_RDW Data model and the packages are published to the cognos content store. Report studio is used to build the Reports. Transformer is used to create 3 cubes for the Alliance Pharmacy.

**Responsibilities:**

1. Participated in Requirement Gathering for the PSSL Reports.
2. Participated in FM Model Design and Review.
3. Participated in FM Model Enhancements Build and Testing.
4. Transformer used to build the cubes.
5. Participated in Reports Back up Process
6. Performed CMM Level and Project Management Activities for the Project
7. Deploying of packages to various environments (Dev-QA-Prod).

**Jun 2009 to Dec 2009 Technology Lead**

 **Title : CRM Phase 1 Reporting**

 **Client : Boots, UK.**

 **Environment : IBM Cognos 8.4.2 BI server, Essbase Cube and Windows XP.**

 **Team Size : 4**

 **Description:**

CRM Phase 1 project re-plat formed Boot’s earlier customer insight system - CDAS - to a new Analytical Warehouse platform named (ABACUS). It brought in new modeling and campaign management systems, tools and processes. ABACUS warehouse has the campaign, customer, advantage card, sales, score and model data.

In CRM Phase 1 two Models are build, First one is campaign management Model (Campaign Cube) and Second one is Breadth Model (Product Performance Cube). Using the Analysis studio the required views are created.

**Responsibilities:**

1. Participated in Models Requirement Gathering.
2. Participated in FM Dimensional Model Design, Review and Build
3. Participated in Analysis views Build and Testing.
4. Participated in Deployment activities for Breadth cube Go-Live Process
5. Performed CMM Level and Project Management Activities for the Project
6. Interaction with the client for understanding business requirements.
7. Involved in designing advance reports using DMR Model.

**Jan 2009 to May 2009 Programmer Analyst**

 **Title : PeopleNet DataMart**

 **Client : Wachovia Bank U.S.A**

 **Environment : Informatica MS SQL Server 2005, Windows XP.**

 **Team Size : 8**

 **Description:**

People Net is an ETL Application which is used in Wachovia Bank. This Application (Batch) Extract, Transform and Load the HR Data of Wachovia Bank from OLTP system into People Net Data Mart.

The Overall objective of the project includes Creating New Mappings according to the Customer Requirements, Enhancing the existing Mappings and Deployment in the Production environment.

**Responsibilities:**

1. Participated in People Net Batch Monitoring every day in the Production Environment.
2. Participated in Writing Validation scripts using SQL to Validate the Data in the People Net Data Mart.
3. Participated in Build and Testing for the newly created Mappings.
4. Performed CMM Level and Project Management Activities for the Project.

**Apr 2008 to Dec 2008 Module Leader**

 **Title : FPL – Nuclear Asset Management System Reports**

 **Client : Florida Power And Light (US Based Company)**

 **Environment : IBM Cognos 8.4 BI server and Framework Manager, Oracle**

 **Team Size : 6**

**Description:**

Florida Power Light Company is the principal subsidiary of FPL Group, Inc., one of the nation’s largest providers of electricity-related services with annual revenues of more than $9 billion. The company serves approximately 4.3 million customer accounts in Florida. The goal of the FPL-NAMS (Nuclear Asset Management System) Project is to bring all FPL Nuclear sites onto one common technology platform for conducting day-to-day nuclear operations. This will allow the standardization of business processes associated with Nuclear Supply Chain, Nuclear Compliance, Engineering, and Work Management. The NAMS project also aims to deliver one set of reports to support these standardized business processes, which will give FPL’s nuclear organization the capability to track, trace and monitor all important aspects influencing nuclear operations.

The aim of the project is to build total 154 reports which are grouped under High and medium priority using Cognos Report Studio

**Responsibilities:**

1. Participated in the requirement study phase for WM, CD, ET, AT High Priority Reports and SC, Indicator Medium priority reports.
2. Participated in the Design for WM, CD, ETO, AT High Priority Reports and SC, WM Medium priority reports.
3. Participated in the report Build for both High priority and medium priority reports and their Testing.
4. Participated in some of the Design and Build reviews.
5. Performed CMM Level Activities for the Project
6. Maintained VSS for the entire project
7. Maintained the Internal server of the project

**May 2004 to Feb 2008 Report Developer & Module Leader**

 **Title : Nokia Netact Reporting**

 **Clients : Nokia, Finland**

 **Environment : IBM Cognos 8.X BI server, FM, Windows 2003 r3.**

 **Team Size : 24**

**Description:**

The project deals with providing new Performance Management adaptations for Siemens commanders in NETACT. Performance management deals with Providing ETL RAW Tables, Dimension Tables, and Summary Tables for reporting and Analysis of Performance of the Networks under Siemens Commanders

**Responsibilities:**

1. Worked on understanding the business requirements and developed the reports.
2. Used Report Studio to develop various types of Dashboards using objects like List, Crosstab, and Chart.
3. Designed Master Detailed reports.
4. Created drill-through reports and conditional formatting to highlight the business needs.
5. Involved in Unit Testing of Reports.
6. Provided User training and support for Adhoc reporting and navigating across standard reports.
7. Developed User specific dashboards using Report Studio.

**Note: Worked on multiple Projects for the same client.**

**References:** Available upon request